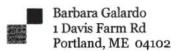


DOCKET FILE COPY ORIGINAL



REDACTED - FOR PUBLIC INSPECTION

June 30, 2014

By Hand

Marlene H. Dortch Secretary Federal Communications Commission 445 12th St., S.W. Washington, D.C. 20554

RE: Connect America Fund, WC Docket No. 10-90

Dear Ms. Dortch:

On behalf of its affiliated local exchange carriers, ("LECs"), FairPoint Communications Corp. ("FairPoint") hereby files its annual report and certifications as required by sections 54.313 and 54.422 of the Commission's rules, including rate floor data pursuant to 54.313(h). A copy of the report is also being filed with the Universal Service Administrative Company, Tribal governments, where applicable, and each relevant State public service commission in which FairPoint operates as an ETC.

Portions of this filing are being made confidentially in accordance with the Federal Communications Commission's *Third Protective Order* in the above-captioned Docket WC 10-90.²

This filing contains confidential, commercially sensitive information on network outages, customer information by exchange, FairPoint's past, present and future network deployment activities, and FairPoint's engagements with Tribal governments. FairPoint requests that all of this confidential information, as indicated on the enclosed documents, be withheld from public inspection.

² Connect America Fund, et al., WC Dockets 10-90, et al., Third Protective Order, DA 12-1418 (Wireline Competition Bur. & Wireless Telecom. Bur., rel. August 30, 2012).

No. of Copies roc'd_ 0+/_ List ABCDE

JUN 3 0 2014

Federal Communications Commission

Office of the Secretary

FairPoint encloses FCC Form 481 for the 33 LECs (serving 31 study areas) listed on the last page of this cover letter. Following the 481 reports, FairPoint encloses rate floor data for the 12 study areas in which the LEC is receiving high-cost support.



REDACTED - FOR PUBLIC INSPECTION

Confidential treatment is appropriate for the detailed reporting of outages, which includes location, cause, duration and efforts taken to prevent further outages, the number of complaints per 1000, and the rate floor loop counts with the associated regulatory fees. This information is competitively sensitive and is not normally released to the public; release of this information could give FairPoint's competitors an advantage in the market. Section 4.2 of the Commission's rules states that reports of service disruptions are "presumed to be confidential." 47 C.F.R. §4.2.

Confidential treatment also is merited for FairPoint's unfulfilled voice and broadband service requests. This information is competitively sensitive as it may provide an indication of where FairPoint may target future service expansion. This information is not normally released to the public; release of such sensitive data could give FairPoint's competitors an advantage in the market.

In addition, the list of FairPoint's broadband price offerings is confidential and competitively sensitive. While some broadband price offerings may be publicly available on a targeted and localized basis, FairPoint has not published a companywide description of its pricing across all markets, as contained in this report. Pricing is a key component of broadband competition and is not normally released to the public on this scale. Release of such sensitive data could give FairPoint's competitors an advantage in the market.

Finally, confidential treatment of FairPoint's Tribal engagements is appropriate. FairPoint has not published the details of its Tribal engagements as this data is customer-specific. Release of such sensitive data could give FairPoint's competitors an advantage in the market.

In accordance with the Third Protective Order, FairPoint's Stamped Confidential Documents have been marked, "CONFIDENTIAL INFORMATION — SUBJECT TO THIRD PROTECTIVE ORDER IN WC DOCKET NOS. 10-90, 07-135, 05-337, 03-109, GN DOCKET NO. 09-51, CC DOCKET NOS. 01-92, 96-45, WT DOCKET NO. 10-208 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION." In addition to the copy provided herewith, two copies of the Stamped Confidential Documents are included for the Wireline Competition Bureau.

FairPoint also provides two redacted versions of each document, marked: "REDACTED – FOR PUBLIC INSPECTION," in accordance with the Third Protective Order.



REDACTED - FOR PUBLIC INSPECTION

Please contact me if you have any questions.

Sincerely,

Barbara B. Galardo, Director Cost & Access

Enclosures



REDACTED - FOR PUBLIC INSPECTION

FairPoint Affiliated Local Exchange Carriers:

Bentleyville Communications Corp.	
Berkshire Telephone Corp.	
Big Sandy Telecom, Inc.	
Chautauqua & Erie Telephone Corp.	
China Telephone Co.	
Chouteau Telephone Company	
Columbine Telecom Company	
Columbus Grove Telephone Company	
Community Service Telephone Company	
C-R Telephone Company	
The El Paso Telephone Company	
Ellensburg Telephone Company	
FairPoint Communications Missouri, Inc.	
FairPoint Vermont Inc.	
Germantown Independent Telephone Co.	
GTC, Inc. [Florala]	
GTC, Inc. [Perry]	
GTC, Inc. [St Joe]	
Maine Telephone Company	
Marianna-Scenery Hill Telephone Co.	
Northern New England Telephone Operations (Maine)	
Northern New England Telephone Operations (NH)	
Northland Telephone Company of Maine, Inc.	
Sidney Telephone Company	
Odin Telephone Exchange, Inc.	
Orwell Telephone Company	
Peoples Mutual Telephone Company	
Standish Telephone Co.	
Sunflower Telephone Co./Bluestem Telephone Co.	
Sunflower Telephone Company, Inc.	
Taconic Telephone Corp.	
Telephone Operating Company of Vermont	
YCOM Networks, Inc.	





Connect America Fund, WC Docket No. 10-90

REDACTED - FOR PUBLIC INSPECTION

Bentleyville Communications Corp.

- 512		

FCC Form 481 FCC Form 481 - Carrier Annual Reporting ONB Control No. 3050-0985/ONB Control No. 3050-0819 Data Collection Form July 2011 <010> Study Area Code 170145 ACCEPTED/FILED BENTLEYVILLE TEL CO <015> Study Area Name <020> Program Year JUN 3 0 2014 <030> Contact Name: Person USAC should contact Harbara Galardo with questions about this data Federal Communications Commission Contact Telephone Number: Number of the person identified in data line <030> <035> 2075354126 ext. Office of the Secretary Contact Email Address: <039> bgalardo2fairpoint.com Email of the person identified in data line <030> 54.313 54.422 Completion Completion ANNUAL REPORTING FOR ALL CARRIERS Required Required <100> Service Quality Improvement Reporting (complete attached worksheet) 1 <200> Outage Reporting (voice) (complete attached worksheet) <210> - check box If no outages to report <300> Unfulfilled Service Requests (valce) MILLE <310> Detail on Attempts (voice) THEFT <320> Unfulfilled Service Requests (broadband) WHITE I <330> Detail on Attempts (broadband) Number of Complaints per 1,000 customers (voice) <400> <410> Fixed <420> Mobile <430> Number of Complaints per 1,000 customers (broadband <440> Fixed <450> Mobile 0.0 Service Quality Standards & Consumer Protection Rules Compliance <500> (theck to indicate certification) <510> Inttached descriptive document) <600> **Functionality in Emergency Situations** ttoched descriptive docume <610> <700> Company Price Offerings (voice) <710> Company Price Offerings (broadband) komplete attoched worksheet! <800> Operating Companies and Affiliates fromplete attached workshieth <900> Tribal Land Offerings (Y/N)? \circ (if yes, complete attached worksheet) <1000> Voice Services Rate Comparability (check to indicate certification) <1010> <1100> Terrestrial Backhaul (Y/N)? [if not, check to Indicate certification] <1110> (complete attached worksheet) <1200> Terms and Condition for Lifeline Customers (complete attached worksheet) Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet including Rate-of-Return Corriers offiliated with Price Cop Local Exchange Carriers <2000> (check to indicate certification) <2005> (complete attached worksheet) Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet <3000> (check to indicate certification) <3005> (complete attached worksheet)

Dage 2

130 100 100	erdes Quality Improvement Reporting illection Form		FCC Form 481 OMB Control No. 3060-0985/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	170145	
<015>	Study Area Name	DESCRIPTION THE CO	
<020>	Progrem Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Berbara Galando	
<035>	Contact Telephone Humber - Number of person identified in data line <030>	2075354126 AME.	
c039>	Contact Email Address - Email Address of person identified in data line <030>	bgslardo3falrpoint.com	
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing \$54.202(a) "5	(yes/no) O O	
<111>	year plan* filed with the PCC?	(yes/no) O O	
<112>	report, on line 112.3 delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.333[a](1). If your of CETC which only receives frozen support, your progress report is only required to address voice telephony service.	ompeny is a	
	Please check these boxes below to confirm that the attached documents(s), on lie		Name of Attached Document
	Please cases coass decade service occurred may not a statute observational, one in 12, contains a progress report on its fire-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	14	
c113>	112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire		
	112, contains a progress report on its fire-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	. —	
(314>	112, contains a progress report on its fire-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate. Maps detailing progress towards meeting plan targets		
(114> (115>	112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(e). The information shall be submitted at the wire center level or census block as appropriate. Maps detailing progress towards meeting plan targets Report how much universal service (USF) support was received How (USF) was used to improve service quality		
<113><114><115><116><116><117> 117	112, contains a progress report on its fire-year service quality improvement plan pursuant to § 54.202(e). The information shall be submitted at the wire center level or census block as appropriate. Maps detailing progress towards meeting plan targets Report how much universal service (USF) support was received		

2414 37 4 37 7	rice Outage Reporting (Voice) ction Form	FCC form A51 OMB Control No. J060-0985/OMB Control No. 3060-0985/OMB Control No. 3060-0985/OMB Control No. 3060-0989 Not 3013
A MATERIA	A CONTRACTOR OF THE PROPERTY O	h-ly 20]3
<010>	Study Area Code	170145
<015>	Study Area Hame	SENTETYGER TEP CO
<020>	Frogram Year	2015
<030>	Contact Hame - Person USAC should contact regarding this data	Earbern Calardo
c035>	Contact Telephone Number - Humber of person Identified in data line <030>	2075354126 exc.
c039>	Contact Email Address - Email Address of person Identified in data line <030>	bgalardolfalrpoint.com

(2)	 4b1>	<02>	43>	44	ect>	(C)	cd>	e)	Ф	q ₂	sho
HORS Reference Humber	Outage Start Oate	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Ovinga Affect Iduftiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
				-				_			
DI1885				7 17 1							
				2							
			-					1			
			_								
		-									
	_							-			
		-						 			
	111111111111111111111111111111111111111										
		- 7				VOX. 1.111			The Market of the Control of the Con	3619	

Dans &

10>	Study Area Co	de			170145				
15>	Study Area El	ime			FEMALESANT	TR AEP GO			
20>	Program Year			3476	2015				
10×	Contact Name	- Person USAC should	contact regards	ng this data	Partera Gr	larda			
35>		Contact Telephone Number - Number of person Identified in data line <030> 2075114176 ext. Contact Email Address - Email Address of person Identified in data line <030> by a landa of a typing, con							
39>	Contact Email	Address - Email Addre	ess of person ide	ntified in data line	color byalardoof	alrpoint.con			
< 10	Single State-v	cal Service Charge Eff aide Residential Local S	Service Charge		1/2014	45	Life in complete and refer to		55.50 pg with 15.50 /-5.50 kg
03>	Page Control	SECTION OF SECULO	T I	OD AND	Residential Local	Secretary of Programmer	THE PERSON NAMED IN THE PE	Mandatory Extended Area	
	State	Exchange (ISEC)	SACECETCS	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Sundon For	Service Charge	Total per line Rates and Fe
			1		1				
			_						
			1 -1		 				
			 		1				-
			-						
					See a	tached worksheet			
					0.000				
							-110000		Win - Charles Ville - Charles
				100					1000 mm
			1	7	1				1
			1				****		
		Committee of the commit							
	_					I .			
			1		_				

0	Study Area Code			170346					
15>	Study Area Rame			PENTANYARAN TI	er co				
	Program Year			2015					
		SAC should contact regarding		Perbera Galanda 2078295124 ext					
		er - Humber of person identif							
19>	Contact Ernall Address - Ernall Address of person identified in data fine <030>								
11-	rais	100	KILL AIX	42		db	(6)	646 (1985)	داله الهاداة
	State	Exchange (NEC)	Residential Aste	State Regulated Fees	Total flate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mape)	Usage Allowance (GS)	Usege Allowance Action Teken When Limit Reached (select)
				See attac	hed .				
	-								

010>	Study Area Code		170145						
015>	Study Area Name		PENTLETYPILLA SEC. CO						
020>	Program Year		2015						
930>		USAC should contact regarding this data	Parkara Galagio						
035>		nber - Number of person identified in data line <030>		2079351276 621.					
039>		Email Address of person identified in data Ene <030>	lgslardsifatrje	olnt.con	7				
810>	Reporting Carrier	Pearleyville Tel Co.							
811>	Holding Company	Fairfoint Commissations, Inc.							
812	Operating Company	Sontleyville fel Co.							
813>		Affiliates		SAC	Doing Business As Company or Grand Designation				
- 3									
- 9			See attac	ched workship	et				
9			See attac	ched workshi	eet				
9			See attac	ched workshi	eet				
9 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2			Sée áttac	ched workshi	eet				
2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2			Sée áttád	ched worksh	eet				
			Sée áttad	ched workshi	eet				
			See attac	ched workship	eet				
			See attac	ched workship	eet				
			- See attac	ched workship	eet				

	bal Lands Reporting ection Form	CCC Form 481 CMB Control No. 3050-6964/CMB Control No. 3050-8819 (a)y 2013
<010>	Study Area Code	170145
<015>	Study Area Name	SERLIMIATUR LEP CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Perbera Gelerdo
<035>	Contact Telephone Number - Number of person Identified In data line <03	
<039>	Contact Email Address - Email Address of person Identified In data line <0:	0> byslardottairpoint.com
<910>	Tribal Land(s) on which ETC Serves	
<920>	Tribal Government Engagement Obligation	
		Name of Attached Document
If your o	company serves Tribal lands, please select (Yes, No, NA) for each these boxes	
toconfi	rm the status described on the attached document(s), on line 920,	
demons	trates coordination with the Tribal government pursuant to	Select
\$ 54.31	3(a)(9) Includes:	(Yes,No, NA)
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	YF
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compilance with Tribal Business and Licensing requirements.	

	o Terrestrial Bäckhaul Reporting ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0919 July 2015
<010>	Study Area Code	170145
<015>	Study Area Name	FEMILETAITYS INC 09
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Marbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354326 ext.
<039>	Contact Email Address - Email Address of person Identified in data line <030:	byslandoufsirpoint.cog
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)	242

faline	ection Form	PCC Form 481 OMB Control No. 3060-0986/OMB Cootrol No. 3060-0819 7 July 2013
<010>	Study Area Code	
<015>	Study Area Name	170145
<020>	Program Year	BENTANIUM TEL CO
<030>	Contact Name - Person USAC should contact regarding this data	2015
<035>	Contact Telephone Number - Number of person Identified in data i	
<039>	Contact Email Address - Email Address of person identified in data	
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	Hame of Attached Document
<1220>	Link to Public Website	HTTP www.teriffs.net/fairpoint/csec.sspfeidof64
or the we	heck these boxes below to confirm that the attached document(s), on line bsite listed, on line 1220, contains the required information pursuant to [a](2) annual reporting for ETCs receiving formincome support, carriers mu- report:	
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Ufeline subscribers,	
<1222>	Details on the number of minutes provided as part of the plan,	

(2000) P	rice Cap Carrier Additional Documentation	PC Gin 411
Data Col	lection Form	OME Control No. 1000-0986/OLIS Control No. 3060-0819
(echidica	Rate-of-Return Corners affiliated with Price Cap Local Exchange Corners	ANY 2018
1110		
40L0>	Study Area Code	170143
<015>	Study Area Name	PERSONAL TIL O
4020»	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Partura Galardo
<035>	Contact Telephone Number - Humber of person Identified in data line <030>	2013314125 eat.
<039>	Contact Email Address - Email Address of person identified in data fine <030>	boalerdotfetrpoint, ron
FORWARD AND ADDRESS OF THE PARTY OF THE PART		
CHECK		rice Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase E (e) the information reported on this form and in the documents attached below is accurate.
	ambhour as acrioun at 43 cast & 24-31 sloWeWaW	(c) are intormenon reported on over toris and in the occurrents attended below it accelere?
	Incremental Connect America Phase I reporting	1 miles
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))	
(2012)	2013 Frozen Support Certification	
<2013>		
<2014>		
<2015>	2016 and future Frozen Support Certification	
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))	
<2016>		
420165	Cerunication support used to build expedients	
	Connect America Phase II Reporting (47 CFR § \$4.313(e))	
<2017>	3rd year Broadband Service Certification	
<2018>	5th year Broadband Service Certification	
<2019>		
<2020>	Flease check the box to confirm that the attached document(s), on pursuant to § 54.313 (e)(3)(iii), as a recipient of CAF Phase II support addresses of community enchor institutions to which began providing receding calendar year.	rt shall provide the number, names, and
		1
<2021>	Interim Progress Community Anchor Institutions	1
		1
		The state A Ab
		Hame of Attached Document Listing Required Information

Pare 15

(\$000) Auto Of Bulleto Cerrier Add Date Co Feetlook Form	Rhead Dobyes Literion		PCC Form 484 2000 0054 Cours Control No. 2010 0812
(4) 。1000年1月1日	SALE BUILDING	第二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十	July 2001
<010 Study Area Code		TVOLEN	
4015> SOUNY AVER NATIO		PLYSLATVILLE TEL CO	
40200 Fregrens Year		2015	
	AC should contact regarding this data	Harbara Galardo	
	er-Number of person identified in dig a ting-object	2075354126 ept.	
	nal A35 an of general benufied in date the willOb	luslardorfairecint.com	
	options as further part strates could plan (passes CIRS 54-3136(XI), I busher could that t	to the 47 CFR § 54 2021)-)] and, for privately better arrives, exceptive by better arrives, exceptive by better arrives arrives arrives are the province of the flown scall in the glove meets after the province of the private private are the private private arrives are the private private arrives are the private private arrives are the private priva	ny compliants with the francial reporting requirements set forth in a dead bales the securation
(1010) Progress Report on 3 Tex	- M		
[1010] Progress Report on 3 Tes Ministers Centification (6		1	1
in the second second	Con 3 and Strategy	Name of Astacled Documer Lib Chairea Indoc	
(3011) 454.313 (IX1XI), the ca	confirm that the attached document(s), on line, nine shall provide the number, names, and adde doard sentice in the princeding calendar year.	3012 contains the required information pursuant to esses of community enchor the thickens to which began	
(3012) Community Anchor Hethu	conductors statisfy (ICI)	Name of Attacked Document (Atting Reput and Information	
(1015) hyour company a fidential (1014) Hyes, does your company	y Huld KOR Currier (RFCFR & SE 313(F(R)) Mechanikis annual report	(res/to)	88
Please their these boxes to cor	Tim that the standard document's London 301	7, contains the required information pursuant to § 54.313()	(V2) completone ma long
(3015) Budronk copy of their an Telepotronunications Boost	nual RUS capona (Operating Report for cares)		
(1911) Doorweadth of Referen	Sheet, Income Statement and Statement of Co	IN Ploas	
(3017) #the response is yet on its report and affrequired dos	e 3064, attack your company's RUS annual numeration		
		Name of Attached Document Linding Required information	^^
(3016) Withermponer is no calls	e 3014, le your company auditail?	(rm/Ho)	
Wither emporate it yes on 6 confirm your submission, o	no 3018, please of ech the born halo a to on line 3028 pursuant to \$ 34 \$18,0028, sontains	10000000 0	
[1015] Durrugyddia acti	ed financial statement; or Dija financial report in a f	or mit comparable to BUS Operating Region for Telecommunicati	*a [
	is Street, Income Statement and Statument of C		
(3031) Management Nation knowled	by the histopensers consided public accounts of the	performed the company's financial south.	
Bitheresponse kind on the co-confirm your subtribute contains:	a 2012, please sheck the bours below a, on the \$026 pursuant to 9 \$4 313/7/22.		
Independent certified publi formation parable to RUS	priert which has been subject to review by so to account in the 23 of handlef report in a Operating Report for Teleportunications		
Borrowen,			
(3723) Undarlyfrythformation sul public accountant	jected to a review by an independent certified		=
(2024) Underlying information sub	Vactorilla sa officer out fortice		!
	Steet, income Statement and Statement of C	sh flows	
(MOSE) Amachide exclusives that	zingsted information		
	ι		
		Name of Atlacked Document liking Required information	

Professional Designation of	Blon - Reporting Carrier lestion Form	FCC Form 481 OM8 Control No. 3000 9986/OM8 Control No. 3000 0819 July 2013
<010>	Study Area Code	170145
<015>	Study Area Name	BENTLEYVILLS TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbera Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<039> Contact Email Address - Email Address of person Identified in data line <030> bgalardo2fairpoint.com

certify that I am an officer of the reporting carrier; my responsibiliti	es include ensuring the accuracy of the annual reporting requirements for universal service support
recipients; and, to the best of my knowledge, the information report	ed on this form and in any attachments is accurate.
Name of Reporting Carrier: BENTLEYVILLE TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/24/14
Printed name of Authorized Officer: Mike Skrivan	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier: 170145	Filing Due Date for this form: 07/01/2014

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting {47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. ¹

¹ The Public Notice stated, in relevant part:

We now grant a walver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

Bentleyville Telephone Co. 170145 Line 310

For the period January 1, 2013 through December 31, 2013, Bentleyville Telephone Co. (SAC #170145) had

Bentleyville Telephone Co. 170145 Form 330

For the period January 1, 2013 through December 31, 2013, Bentleyville Telephone Co. (SAC #170145) had

Bentleyville Telephone Company Pennsylvania 170145

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Bentleyville Telephone Company, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Pennsylvania Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order, the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."

Bentleyville Communications Corporation d/b/a FairPoint Communications and Marianna and Scenery Hill Telephone Company d/b/a FairPoint Communications, have only a reactive Service Quality Reporting obligation. Rule 52 Pa. code 63.51-63.65 states that a Public Utility providing "simple residential or business voice grade services" that fails to meet a stated average level or operation required for a period of three (3) consecutive months must take immediate steps as outlined in the rules. Corrective actions include an investigation into the substandard performance and notice to the Commission followed by a written report within 5 working days and a status report at the end of one (1) month. The Service Quality Measurement are as follows: Customer trouble reports, local dial service, installation of service, and operator handled calls.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 BTC Order").

² Id. at para. 28.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity Without critical Infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

BCP Structure

The BCP consists of several components:

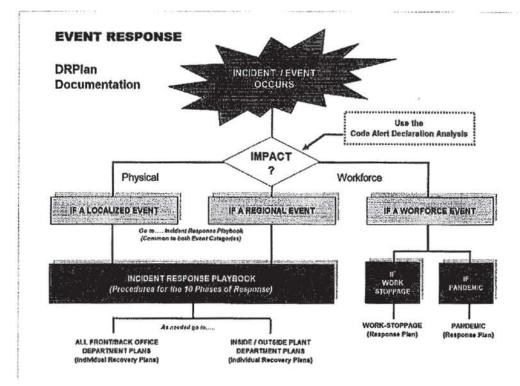
- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

Linguistic Floris	offerings including Yoke Rate Data at the state of the st	FCC form 441 OH6 Control No: 3000 OBS/OH/B Control (cs. 3050 OBI)9
17 W 1807 18		William Control of the Control of th
<010>	Study Area Code	170145
<015>	Study Area Rame	BENTLEYNIALIR TEL CO
4020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarda
e035>	Contact Telephone Number - Number of person Identified in data line <930>	2075354125 ext.
4039 >	Contact Email Address - Email Address of person Identified in data line <030>	bgalardotfelapoint.com
90D	Residential Local Service Charge Effective Date 1/1/2014	
100	Single State-wide Residential Local Service Charge	

<703>

State	Exchange (NEC) Bentleyville		Residential Local Service Rate	state Subscriber Une Charge	State Universal Service Fee	Mandatory Extended Asea Service Charge	Total per line Rates and Fe
PA .	Bentleyville	FR .	16.25	6.0	9.24	0,4	16.43
		1764					
				-			

0205 Pro 0305 Co 0355 Co 0357 Co	ody Area ody Area ogram Ye mact Har mact Teli mact Emi	Code Kame	eer of person identif ess of person identif	Red in data line <030> Red in data line <030>	170145 ESSTIENVILLS 2015 Estabuse Galar 2015 Total Rates and Fees	do t. point.coa	edis Broadband Service Upload Speed (Mbps), by 2013	of No. 1866 ORIS (OAA) Consol No. 1860 ORI OAA) Usage Alekan Usage Alekan When Limit Reached (select)
015> 50 020> Pro 030> Co 035> Co 035> Co	ogram Ye miact Mar miact Tel miact Emi	Name M me - Parson USAC should sphone Number - Numb ad Address - Emed Addr	eer of person identif ess of person identif db 1> Residential	fied in data line <030> Sted in data line <030> dbz> State Regulated	EESTLESVILLS 2015 Earbera Galar 2015354126 ex bgalerdotfeig Go Total Rates	do t. point.coa 6020 8coadband Sarvice Download Speed	Broadband Service	Usage Allowance	Usage Allowance Action Taken
015> 50 020> Pro 030> Co 035> Co 035> Co	ogram Ye miact Mar miact Tel miact Emi	Name M me - Parson USAC should sphone Number - Numb ad Address - Emed Addr	eer of person identif ess of person identif db 1> Residential	fied in data line <030> Sted in data line <030> dbz> State Regulated	EESTLESVILLS 2015 Earbera Galar 2015354126 ex bgalerdotfeig Go Total Rates	do t. point.coa 6020 8coadband Sarvice Download Speed	Broadband Service	Usage Allowance	Usage Allowance Action Taken
0205 Pro 0305 Co 0355 Co 0357 Co	ogram Ye mtact Mar mtact Teli mtact Emi	er me - Parson USAC should ephone Number - Numb ad Address - Emed Addr (2015) (22)	eer of person identif ess of person identif db 1> Residential	fied in data line <030> Sted in data line <030> dbz> State Regulated	2015 Rerbera Galar 2015354325 ex bgalerdotfeir Total Rates	do t. point.coa 6020 8coadband Sarvice Download Speed	Broadband Service	Usage Allowance	Usage Allowance Action Taken
130> Co 135> Co 135> Co	mtact Har mtact Teli mtact Emi	me - Parson USAC should ephone Number - Numb ad Address - Email Addr (2015) (22)	eer of person identif ess of person identif db 1> Residential	fied in data line <030> Sted in data line <030> dbz> State Regulated	Barbara Galar 2075356126 ex bgalardotfeir Galardotfeir Total Rates	t. point.com 462 Broadband Sarvice Download Speed	Broadband Service	Usage Allowance	Usage Allowance Action Taken
135> Co 139> Co	entact Tell	ephone Number - Numb al Address - Email Addr	eer of person identif ess of person identif db 1> Residential	fied in data line <030> Sted in data line <030> dbz> State Regulated	bgelerdotfeirg Geregelen Total Rates	ed2) Broad band Sarvice - Download Speed	Broadband Service	Usage Allowance	Usage Allowance Action Taken
n» [ça1>	4 X40 6 6 6	de 1> Residential	dozo	co Retes	Broadband Sarvice- Download Speed	Broadband Service	Usage Allowance	Usage Allowance Action Taken
Г			Residential	State Regulated	Total Rates	Broadband Sarvice - Download Speed	Broadband Service	Usage Allowance	Usage Allowance Action Taken
Г			Residential	State Regulated	Total Rates	Broadband Sarvice - Download Speed	Broadband Service	Usage Allowance	Usage Allowance Action Taken
	State	Exchange (ILEC)				Download Speed			Action Taken
ı									
ı									
ı									
ı									
ı									
ı									
4									
- 1									
- 6									
4									
- 1									
						*1 30.0000.0000			
25		14 5-200	out Staryouts						11111111111

dy Assa Harre	EINTLETVILLE TIL CO
gram Year	2015
tact Name - Person USAC should contact regarding this data	Borbera Galardo
tect Telephone Humber - Number of person identified in data line <030>	2075254226 ext.
tact Email Address - Email Address of person identified in data line <030>	bg=lecdolfairpoint.com
ab. ab. ab. ab. ab.	elb do-sale
ŧ	act Email Address - Email Address of person identified in data line <0303

7013-34	ereting Compenies lection Form				FCC Form 68) ONE Control (In. 3000 0966/OMB Control Bio. 3060 085102) 1047 2013
<010>	Study Area Code		70145		
<015>			ENTERVISION THE	· co	
<020>	Program Year		1915		
<030»		SAC should contact regarding this data as	arbara Galardo		
<035>			075354126 ext.		
<039>	Contact Email Address - E	mail Address of person Identified in data line <030> by	gelepőstfelrpoi	at.coa	
<810»	Reporting Caurier	Pentleyville Tel Co.			
<811>	Holding Company	FairFoist Communications, Inc.			
<812>	Operating Company	Bentleyville Tel Co.			
<813>		医克尔多勒 的 医克尔特氏	Section 1	7 W	and the second of the second o
		Affiliates		SAC	Doing Business As Company or Brand Designation
	BE Mobile	Communications, Incorporated		-	dba PairPoint Long Distance
- 15	Bentleyvil	le Communications Corporation	1	70145	dba FairPoint Communications
	Berkshire	Cable Corp.			dba PairPoint Long Distance
	Berkshire	Cellular, Inc.			
	Berkshire !	New York Access, Inc.			
	Berkshire	Telephone Corporation	1	50073	dba FairPoint Communications
	Big Sandy	Telecom, Inc.		69193	dba FairPoint Communications / Big Sandy Telecom, In-
- 1	Bluestem To	elephone Company		22835	dba FairPoint Communications
	C & B Comm	unications, Ltd.			
	Chautauqua	& Erie Communications, Inc.			dba PairPoint Long Distance
	Chautauqua	and Brie Telephone Corporation	on 1	54078	dba FairPoint Communications
		phone Company	1	00004	dba FairPoint Communications ? China Telephone Compa
	Chouteau To	elephone Company		31981	dba FairPoint Communications
		ecos Company (f/k/a Columbine Acquisition	on Corp.	62104	dba FairPoint Communications / Columbine Telecom Company
		rove Telephone Company	,	00604	dba FairPoint Communications
16	COM Network	ks, Inc.			
	Comerco, I				dba PairPoint Long Distance
		Service Telephone Co.	1	00015	dba FairPoint Communications ? Community Service Telephone Co.
-		ications, Inc.			
		istance, Inc.			dba PairPoint Long Distance / C-R Long Distance, Inc.
		one Company	3-	1009	dba PairPoint Communications / C-R Telephone Company
		ng Distance Company			dbs FeirPoint Long Distance / El Paso Long Distance Company
	Ellensburg	Telephone Company		22613	dba FairPoint Communications

800) Operating Companies Data Collection Form (#227 (***) (***) 253 along (***) (***) (***)		FCC 1 4/3.453 ONIO Cientifatho. 3000-0965 (Obit Centraling, 3000-0819 5-by 2013
<010> Study Area Code 1791s	1	
	CAAIPPE LEP CO	
<020> ProgramYear 2015		
	ra Calardo	
	11176 ext.	
	rdolfsirpoint.com	
CEIO Reporting Carrier Rescienville Tel Co.		
(811) Holding Company FairFoint Communications, Inc.		
412> Operating Company Bentleyville fel Co.		
(813) Affiliates	SAC	Doing Business As Company or Brand Designation
Blitel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England	Inc.	
ExOp of Missouri, Inc.		dba FairPoint Communications
PairPoint Broadband, Inc.		dba FairPoint Communications
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
PairPoint Logistics, Inc. (f/k/a MJD Cepital Con	rp.)	
FairPoint Vermont, Inc.	10.0	dba FairPoint Communications
Germantown Independent Telephone Company	200616	dba FairPoint Communications
Germantown Long Distance Company		dba PairPoint Long Distance
GTC Communications, Inc. (t/k/a 190 Communications, Inc.	.)	
GTC, Inc.	210291	(Florala) dba FairPoint Communications
GTC, Inc.	210339 .	(Perry) dba FairPoint Communications
Maine Telephone Company	300025	dba FairPoint Communications ? Haine Telephone Compa
Marianna and Scenery Hill Telephone Compan	y 170185	dba FairPoint Communications
Marianna Tel, Inc.		dba FairPoint Long Distance
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC -		dba FairPoint Communications
Northern New England Telephone Operations LLC -		dba FairPoint Communications dba FairPoint Communications / Northland Telephone Company of Maine, Inc. (Maine
Northland Telephone Company of Maine, Inc.		
Odin Telephone Exchange, Inc.	261065	dba FairPoint Communications / Odin Telephone Exchange, Inc.

	erating Companies	Asi dalah		FOX Form 481 ONIS Control No. 3060 0985/OMB Control No. 3060 0819			
	(Copy) Form		AND THE STREET	16472011			
<010>	Study Area Code	170145					
<015>	Study Area Name	BENTLEYVILLE	ADMINISTRA DE 00				
<020>	Program Year	2015					
<030>	Contact Name - Person USAC should contact regarding this data	Marbara Gale	160				
<035>	Contact Telephone Number - Number of person Identified in data line <030>	2075356126 e	at.				
<039»	Contact Email Address - Email Address of person identified in data line <030>	bgələrdəstəi	egoint.een				
<810×	Reporting Carrier Beatleywille Tel Co.	,					
<811>	Holding Company FairPoint Committations, Inc.	v					
<812>	Operating Company Eentleyville Tel Co.						
<813>	THE REPORT OF THE PARTY OF THE	D.高額./電	<+2x	Water State of the			
	Affiliates		SAC	Doing Business As Company or Brand Designation			
	Orwell Communications, Inc.			dba PairPoint Long Distance			
	Orwell Telephone Company		300669	dba FairPoint Communications			
	Peoples Mutual Long Distance Company			dba PairPoint Long Distance			
	Peoples Mutual Telephone Company		190244	dba FairPoint Communications			
	Quality One Technologies, Inc.			dba FairPoint Long Distance			
	Ravenswood Communications, Inc.						
	Sidney Telephone Company		103313	dba FairPoint Communications ? Sidney Telephone Company			
	ST Enterprises, Ltd.						
	ST Long Distance, Inc.			FairPoint Long Distance (Kansas, Colorado, Oklahoma			
	ST Long Distance, Inc.			FairPoint Long Distance / ST Long Distance, Inc. (Illinois)			
	ST Long Distance, Inc.			FairPoint Communications Long Distance (Missouri			
	St. Joe Communications, Inc.		210339	dba PairPoint Communications			
	Standish Telephone Company		100025	dba FairPoint Communications ? Standish Telephone Compa			
	Sunflower Telephone Company, Inc.		461835	dbe FairPoint Communications/Sunflower Telephone Company, Inc. (Colora:			
	Taconic Technology Corp.						
	Taconic TelCom Corp.			dba FairPoint Long Distance			
- 1	Taconic Telephone Corp.		150054	dba FairPoint Communications			
	Telephone Operating Company of Vermon	t LLC	145115	dba FairPoint Communications			
	The El Paso Telephone Company		241026	dba PairPoint Communications			
	UI Long Distance, Inc.			dba PairPoint Long Distance			
	Unite Communications Systems, Inc.			FairPoint Communications			
	Utilities, Inc.			dba FairPoint Communications (Maine)			
	Utilities, Inc.			dba FairPoint Utilities (New Hampshire)			

310>	Study Area Coda		170145		
15>	Study Area Name		RESTLAYVILLA	TTL CO	
20>	Program Year		2011	166.09	
30>		SAC should contact regarding this data	Barbara Gele	rrio	
35>		er - Number of person Identified in data line <030>	2075354126 4		
39>		mell Address of person identified in data line <030>	byelerdostal	rpotat.ecm	
		Sentleywille Tel Co.			
110>	Reporting Carrier	Fairleist Commissions, Inc.	-		
112>	Holding Company Operating Company	Buttleyville Tel Co.			
-	Cyntain Company				
313>	CAROLINA PARA	Control of the second of the second	ALC: NESSEE	A CONTRACTOR	and the second
		Affiliates		SAC	Doing Business As Company or Brand Designation
	YCOM Netwo	rks Inc.		522453	dba PairPoint Communications
- 1					
,					
		•			
			_		
× 3					

FCC FORM 481

Line 1010 -Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

The Bentleyville Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline offering in The Bentleyville Telephone Company are attached. The terms and conditions of residential local service can be found at http://www.tariffs.net/fairpoint/tier.asp?cid=1644.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Supplement No. 98 - Telephone PA P.U.C. No. 6

The Bentleyville Telephone Company d/b/a FairPoint Communications Section 3 Fourth Revised Sheet 6 Cancels Third Revised Sheet 6

LIFELINE SERVICE

A. DESCRIPTION

Lifeline Service is a federally funded program established to provide monthly assistance to residential low income households who qualify for this service in accordance with the following Regulations.

B. REGULATIONS

- 1. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line, Lifeline Service is limited to only one Service per qualified customer or household (A household is defined as "any individual or group of individuals who are living together as one economic unit". An economic unit is "all adult individuals contributing to and sharing in the income expenses of a household"). A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.
- Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided;
 - One-Party Residence Unlimited Service and Local Measured Service, if available.
 - b. Directory Listing (standard only).
 - c. Non-Published or Non-Listed Telephone Number Service.
 - d. Access to Directory Assistance Service.
 - e. Touch Tone Calling Service.
 - f. Access to Message Toll Telephone Service and Optional Dial Station-to-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
 - Access to Operator Services.
 - h. Voluntary Toll Restriction Option.
 - Access to 800/888 Services.
 - i. Access to Call Trace.
 - Access to Alerting and Reporting Systems (9-1-1 dialing).
 - Access to the Pennsylvania Telecommunications Relay Service.
 - m. Caller ID Per-call and Per-line Blocking
 - Other eligible telecommunications services at tariffed rates

(C) Indicates Change

(C)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Supplement No. 99 - Telephone PA P.U.C. No. 6

The Bentleyville Telephone Company d/b/a FairPoint Communications

Section 3 Fifth Revised Sheet 7 Cancels Fourth Revised Sheet 7

LIFELINE SERVICE

B. REGULATIONS (cont.)

3. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania programs, or be able to provide proof of household income which is at or below 135% of the annual Federal Poverty Guidelines for all States (except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants must be conducted annually by the Bentleyville Telephone Company to ensure continued eligibility. Lifeline customers have the responsibility to notify the Telephone Company within thirty (30) days of a change in eligibility status if they no longer qualify for Lifeline Service.

Pennsylvania Department of Public Welfare Lifeline Service Programs;

- Temporary Assistance for Needy Families (TANF)
- * *
- * Supplemental Security Income (SS1)
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps)
- Low Income Home Energy Assistance Program (LIHBAP)

Additional Eligible Programs Federal

- * Federal Public Housing
- National School Free Lunch Program

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and The Bentleyville Telephone Company.

4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 2 (c) above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified annually by Bentleyville Telephone Company. When the Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in 2 (c) above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (30 working days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained).

(C) Indicates Change

(C)

Supplement No. 95 - Telephone PA P.U.C. No. 6

The Bentleyville Telephone Company d/b/a FairPoint Communications

Section 3
Third Revised Sheet 8
Cancels Second Revised Sheet 8

LIFELINE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

- A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service Arrangements
- 6. Only services listed in B (2) above will be provided to Lifeline customers.

Customer requested temporary suspension of Lifeline Service is not permitted

- Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
- The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
- Lifeline customers are subject to all Residence service regulations in this and other tariffs of The Bentleyville Telephone Company.
- Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer agent(s).
- Resale of Lifeline Services are subject to wholesale rate obligations under Section 251 (c)(4) of the Telecommunications Act of 1996.
- All outstanding charges, account balances and service restrictions apply to existing
 customers who qualify for Lifeline Service. Service restrictions will remain until the
 arrearage(s) have been paid in full.
- 14. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company, may at its discretion, place the Lifeline customer on a permanent toll restriction.
- Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

(C) Indicates Change

(C)

(C)

Issued: March 30, 2012

Effective: April 2, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Supplement No. 98 - Telephono PA P.U.C. No. 6

The Bentleyville Telephone Company Section 3 Third Revised Sheet 9 Cancels Second Revised Sheet 9

LIFELINE SERVICE (Cont'd)

C. LIFELINE SERVICE DIAL TONE LINE MONTHLY RATE

Applicable Residence Dial Tone monthly rate minus \$9.25 ⁽¹⁾.
 * *

 Lifeline Service is subject to all applicable state, local and federal taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

NOTE:

See FCC Public Notice released May 1, 2012, In re: Lifeline and Link Up Reform and Modernization et al., Report and Order and Further Notice of Proposed Rulemaking, WC Docket Nos. 11-42 et al., CC Docket No. 96-45, FCC 12-11 (rel. Feb. 6, 2012).

> (I) Indicates Increase (C) Indicates Change



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED - FOR PUBLIC INSPECTION

Berkshire Telephone Corp.

Page 1

(60,0)	ring PE (Carrens Amerika) ប្រកួតស្រី ។ ២០៥ (Collection Amerika)		othermilia controlling of	02001404012mm(film:0020));
<010>	Study Area Code	150073	The state of the s	
<015>	Study Area Name	BERKSHIPE TEL CORP		
14-15-00		2015		
<020>	Program Year Contact Name: Person USAC should contact with questions about this data	Barbara Galardo		
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext,		100
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.	con	
		and the second second		* SON - SON
ANNUA	Marianing salvang mangka			Completed Completor
<100>	Service Quality Improvement Reporting		(complete attached worksheet)	(check box when complete)
	Outage Reporting (voice)		(complete attached worksheet)	
<210>		outages to report		· HILL
<300>	Unfulfilled Service Requests (voice)			
<310>	Detail on Attempts (voice)			MILL
			struch descriptive	document)
<320>	Unfulfilled Service Requests (broadband)	C.A.(III)		· 11111
		300 - 1000		MANA
<330>	Detail on Attempts (broadband)		fastoch descripth	or document)
<400>	Number of Complaints per 1,000 customers (voice)			
<410>	Fixed			V
<420> <430>	Number of Complaints per 1,000 customers (broadb	nand)		No se se se se se
<440>	Fixed	and)		- Mills
<450>	Mobile 0.0	_		
<500>	Service Quality Standards & Consumer Protection R	utes Compilance	feheck to lad cole certification)	
	150073ny510.pdf	Ť		
<510>	1		(attached descriptive document)	V V
	i	Ĥ		
<600>	Functionality in Emergency Situations		feheck to indicate certification)	
	150073ny610.pd£		1	
			fattached descriptive document)	V V
<610>				· · · · · · · · · · · · · · · · · · ·
				VILLEY V
	Company Price Offerings (voice) Company Price Offerings (broadband)		(complete attached worksheet) (complete attached worksheet)	
	Operating Companies and Affiliates		[complete attached worksheet]	7 7
	Tribal Land Offerings (Y/N)?	(f)	es, complete attoched worksheet)	
<1000>	Voice Services Rate Comparability		feheck to Indicate certification)	- ISSUE
	1010 Voice Service Rate Comparability.pdf			
<1010>	1	*	(ottoch descriptive document)	- SHILL
]	
<1100>	Terrestrial Backhaul (Y/N)? O	ty e	not, check to indicate certification)	- VILLE
<1110>			(complete attached worksheet)	VILLER
<1200>	Terms and Condition for Lifeline Customers	***	(complete attached worksheet)	1111111
	Price Cap Carriers, Proceed to Price Cap Additional I	Occumentation Works	heet	
<2000>	including Rate-of-Return Carriers affiliated with Pri	ce Cop Local Exchange		N DEFERSO
<2005>			(check to indicate certification) (complete attached worksheet)	11111
	Rate of Return Carriers, Proceed to ROR Additional	Documentation Works		
<3000>			(check to indicate certification)	dilli
<3005>			(complete attached worksheet)	10000

drings-Carrier britts	llection Form	OME Control No. 3060-0986/OMB Control No. 3060-0819
<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@Soixpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) O •
<111>	If your answer to Line <1.10> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(ves/no) O O
	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § \$4.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.	
<112>	Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your of CETC which only receives frozen support, your progress report is only	ompany is a
	required to address voice telephony service.	
		Name of Attached Document
	Please check these boxes below to confirm that the attached documents(s), on li	ne :
	112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	
<113>	Maps detailing progress towards meeting plan targets	
114>	Report how much universal service (USF) support was received	
115>	How (USF) was used to improve service quality	
116>	How (USF)was used to improve service coverage	
117>	How (USF) was used to improve service capacity	
118>	Provide an explanation of network improvement targets not met in the prior calendar year.	

010>	Study Area Co	de				150073						
015>	Study Area Na	me				BERKSHIRE T	EL CORP					
020>	Program Year					2015						
030>			should contact			Barbara Gal						
235>	_		Number of pe		ALL AND DESCRIPTION OF THE PARTY OF		ext.					17-21
239>	Contact Email	Address - Ema	Address of pe	rson identified	in data line <0	30> bqalardo@fa	irpoint.com					
220>	ca>	41>	 42>	<b3></b3>	<b4></b4>	«c)>	« D	<d><</d>	w)	ф	≪>	♦h>
	NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventativ Procedure:
								e e e e e e e e e e e e e e e e e e e				

(700) P. 1212 (20	adierra Statindydda trapita Sobianio	
對拍戲		
<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL COR?
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbera Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 oxt.
<039>	Contact Email Address - Email Address of person identified in data line <030>	baclardo@fearpoint.com
<701>	Residential Local Service Charge Effective Date 1/1/2014	
<702>	Single State-wide Residential Local Service Charge	2 00

State	Continues IN the	L		Residential Local			Mandatory Extended Area	
	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Une Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fed
						St. L.		
-								
_	ANT - 11 1			- See at	tached worksheet			000000000000000000000000000000000000000
								
-+							**************************************	

4510			Ø35>	4039>	410		 	 ,	_		 _	 	_		
Study Area Name	Program Year	ontact Name - Person US	Contact Telephone Numb	Contact Email Address - E		State									
		Contact Name - Person USAC should contact regarding this data	<035> Contact Telephone Number • Number of person identified in data line <030>	Contact Email Address - Email Address of person identified in data line <030>		Exchange (B.EC)									
		this data	fied in data line 4030>	ffled in data line <030>		Residential Rate		+				1			
BERKSHIRE TEL CORP	2015	Barbara Golard	2075354126 exc.	bgslardo@fsirpoint.com		State Regulated Fees			See attached	worksheet					
CORP		0	•	wint.com		Total Rate and Fees			100						
						Broadband Service - Download Speed (Mbps)									
		Services of Services				Broadband Service - Upload Speed (Mbps)									
						Usage Allowance (GB)									
						Usage Allowance Action Taken When Limit Reached (select)									

						(, e 4; 50; k ; s) • M 3 k ; s ; k ; s ; s ; s ; s ; s ; s ; s ;	a
PHARMACO.	THE STREET OF THE STREET, STRE	DE LIBERTA DE L'ANTIDA DE	- Production of the		700001011701701701701717171	ideal Interval 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 8 (ELLIALIS) ELLIS (13.13.13.13.13.13.13.13.13.13.13.13.13.1
<010>	Study Area Code		150073				
<015>	Study Area Name	12.2	BERKSHIRS TEL	CORP			
<020>	Program Year		2015				
<030>	Contact Name - Person USAC should cont		Bathara Galar				
<035>	Contact Telephone Number - Number of		2075354126 ex				
<039>	Contact Email Address - Email Address of	person identified in data line <030>	bgalardo@fai:	rpoint.com			
<810>	Reporting Carrier Berkshire To	lephone Corporation					
<811>		mmunications, Inc.					
<812>		lephone Corporation					
<813>	語物語的語話語語語語語語語語		Melibrate			EPIETE PER L'ARRENT	
		Affiliates		SAC	Doing Bu	usiness As Company or Brand Des	ignation
20	The same of the sa	A CONTRACTOR OF THE PARTY OF TH	- Common Mary				······································
	The North Assessment						
9							
23		740 140 140 140					
33			See atta	ached workshe	et –		
a							
29							
3							
10							TOAL CO.
8	en e						
(6							
22				Jacob Company			
- 3		Ur -					
3	WEST TOTAL		-				
20	The state of the s						
- 8	ACOUNT TO SEE STATE OF THE SECOND SEC						
10							
		The second secon					

(900) Tril Cata coll	enjundskapagna in die Geloriani		elle sourch (a. 50 %) (b.	
202400000000	Available (1) and an exact of the first of the control of the cont	2012134		OT HOME DE
<010>	Study Area Code		150073	
<015>	Study Area Name		BERKSHIRE TEL CORP	_
<020>	Program Year Contact Name - Person USAC should contact regarding this data		2015 Barbara Galardo	
<035>	Contact Name - Person USAC Should contact regarding this data Contact Telephone Number - Number of person identified in data line	<030>	2075354126 wxt.	
<039>	Contact Email Address - Email Address of person identified in data line		bgalardo@fairpoint.com	
<910>	Tribal Land(s) on which ETC Serves			
<920>	Tribal Government Engagement Obligation		Name of Attached Document	
If your o	company serves Tribal lands, please select (Yes, No, NA) for each these boxes			
	rm the status described on the attached document(s), on line 920,			
demons	trates coordination with the Tribal government pursuant to		ect	
§ 54.31	3(a)(9) Includes:	(Yes		
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	N		
<922>	Feasibility and sustainability planning;			
<923>	Marketing services in a culturally sensitive manner;			
4924>	Compliance with Rights of way processes			
<925>	Compliance with Land Use permitting requirements			
<926>	Compliance with Facilities Siting rules			
<927>	Compliance with Environmental Review processes			
<928>	Compliance with Cultural Preservation review processes			
<929>	Compliance with Tribal Business and Licensing requirements.		www.e-	

	d Encart present to Export to		Fee Contain OM Control to 1000 Control to 1000 Control Univaine
<010>	Study Area Code		150073
<015>	Study Area Name		BERKSHIRE TEL CORP
<020>	Program Year		2015
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Golardo
<035>	Contact Telephone Number - Number of person identified in data line	e <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data lin	e <030>	bqalardo@fairpoint.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)		
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)		

(1200) Te	menzientkomonikelineoskozek		
Meine Parakoli	echonikomen jan		
<010>	Study Area Code		150073
<015>	Study Area Name		BERKSHIRE TEL CORP
<020>	Program Year		2015
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data	line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data	line <030>	bgslardoAfairpoint.com
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans .		
		·	Name of Attached Document
<1220>	Link to Public Website	нттр	://www.tariffs.net/fairpoint/tier.asp?gid+1644
"Please of	neck these boxes below to confirm that the attached document(s), on line	1210	
	bsite listed, on line 1220, contains the required information pursuant to	,	
	(a)(2) annual reporting for ETCs receiving low-income support, carriers m		
annually o	· de son in the contract of th	nzr	
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	~	
<1222>	Details on the number of minutes provided as part of the plan,	V	
<1223>	Additional charges for toll calls, and rates for each such plan.	[7]	

(2000) PT	ice Cap Carries Additional Documentation 18 10 44 1 24 110 101			
			The property of the second second	0.000
健康時期	公共在共享 的复数基础的竞争的对抗联系统的 网络拉拉斯特斯特拉拉			
III. Arving		* ATT - 1225 2 - 14 - 2484 - 1345 7 - 125 - 124 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	STATES AND THE COMMENTS OF THE STATES OF THE	MANAGER CONTRACTOR CON
<010>	Study Area Code	150073		
<015>	Study Area Name	BERKSHIRE TEL CORP		
<020>	Program Year	2015		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo		
<035>	Contact Telephone Number - Number of person Identified in data line <030> Contact Email Address - Email Address of person Identified in data line <030>	2075354126 ext.		
4039>	Contact Email Address - Email Address of person Identified in data line <0.509	benlardo8:airpoint.com		
Della Control of the	The second secon	The state of the s	No. of the second secon	
CHECK th	e boxes below to note compliance as a recipient of Incremental Connect Ameri	ica Phase I support, frozen High Cost support, Hi	th Cost support to offset access charge reductions, an	d Connect America Phase II
	support as set forth in 47 CFR § 54.313(b),(c),(d),(e)	e) the information reported on this form and in t	he documents attached below is accurate.	
	Incremental Connect America Phase I reporting			
<2010>	2nd Year Certification (47 CFR § \$4.313(b)(1))			
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))			
****	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))			
<2012>	2013 Frozen Support Certification			
<2013>	2014 Frozen Support Certification			
<2014>	2015 Frozen Support Certification			
<2015>	2016 and future Frozen Support Certification			
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))			
<2016>	Certification Support Used to Build Broadband			
			Management	
	Connect America Phase II Reporting (47 CFR § 54.313(e))		-	
<2017>	3rd year Broadband Service Certification			
<2018>	5th year Broadband Service Certification		<u> </u>	
<2019>	Interim Progress Certification			
<2020>	Please check the box to confirm that the attached document(s), on pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support	line 2021, contains the required information		
	addresses of community anchor institutions to which began providing	rg access to broadhand service in the	u	
	preceding calendar year.	and a course to be considered to the more		
	STERROR STORM AND THE STERROR OF THE STORM	540004500		10
				1
-2021-	Interior Bernary Community to the classifications	1		l .
<2021>	Interim Progress Community Anchor Institutions			
		(9)		J
		Name of A	stached Document Listing Required Information	

-e010>	Study Area Code	159073
<015>	Study Area Name	RPRKSRIGE TRL CORP
<020>	Program Year	2025
<030>	Contact Name - Person USAC should contact regarding this data	Marbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
W1357	Contact Email Address - Email Address of person identified in data line <030>	boalardoPfairpoint.com
CHECK	he boxes below to note compliance on its five year service quality plan (pursuant CPR § 54.33.3(f)(z). I further certify that the	to 47 CFR § \$4.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 information reported on this form and in the documents attached below is occurate.
(3010)	Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54-313(fl(2)(ii))	Name of Attached Document Listing Required Information
(3011)	Please check this box to confirm that the attached document(s), on line 30 \$54.313 ((X1)(ii), the confer shall provide the number, names, and address providing access to broadband service in the preceding calendar year.	rt2 contains the required information pursuant to uses of community anchor institutions to which began
(3022)	Community Anchor Institutions (47 CFR § 54,313(f)(1)(ii))	Name of Attached Document Listing Required information
	is your company a Privately Held ROR Carrier (47 CFR § 54.323(f)(2)) If yes, does your company file the RUS annual report	remo 88
Please	check these boxes to confirm that the attached document(s), on line 3017.	contains the required information pursuant to § 54.313(f)(2) compliance requires;
	Electronic copy of their annual RUS reports (Operating Report for	
(0022)	Telecommunications Borrowers)	4
(3015)	Document(s) for Balance Sheet, Income Statement and Statement of Casi	h Flows
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	if the response is no on line 3014, is your company buddeed?	(Yes/No) OLO
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains	
(3019)	enter a cold of and polymor and produced or (e) a months (chart 10.2 fb)	
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Ca	sh Flows
(3021)	Management letter issued by the independent certified public accountant that p	erformed the company's financial audit.
	If the response is no on line 3015, please check the boxes below to confirm your submission, on line 3025 pursuant to § \$4.313(7)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comporable to RUS Operating Report for Telecommunications Borrowers,	
(3023)	Underlying information subjected to a review by an Independent certified public accountant	=
(3024)	Underlying information subjected to an officer certification.	H
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Car	sh Flows
	~0.0.0.000.000.000.000.000.000.000.000.	AND
(3026)	Attach the worksheet listing required information	
		Name of Attached Degument Listing Required Information

Page 12

Condition balanced by	lansagati (Chia) (glorioni	ICCCOMMOD Page and Cottleman are Mercel (form constitute consists to form of the constitute of the c
<010>	Study Area Code	150073
<015>	Study Area Name	BERKSRIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Berbara Galardo
<035>	Contact Telephone Number - Number of person identified in data fine <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@feirpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

	les include ensuring the accuracy of the annual reporting requirements for universal service support
recipients; and, to the best of my knowledge, the information report	ted on this form and in any attackments is accurate.
Name of Reporting Carrier: BERKSRIRE TEL CORP	
Signature of Authorized Officer: CERTIFIED ONLINE	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier: 150073	Filing Due Date for this form: 07/01/2014

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting {47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. ¹

We now grant a walver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

^{&#}x27;The Public Notice stated, in relevant part:

Berkshire Telephone Company New York 150073

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Berkshire Telephone Company hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filling a Local Exchange Tariff pursuant to the requirements of The New York Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as Identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." ² The Commission found that for wireless ETCs, compliance with CTfA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Berkshire Telephone Corporation d/b/a FairPoint Communications, Chautauqua & Erie Telephone Corporation d/b/a FairPoint Communications, and Taconic Telephone Corporation d/b/a FairPoint Communications, are all under Service Quality Reporting under 603.4 (Reporting Requirements). The rule states that Service Providers with 500,000 or fewer access lines in service shall only report on Customer Trouble Report Rate. Each of the above New York companies report monthly on the Customer Trouble Report Rate (CTRR). The rule goes on to state that for Customer Trouble Report Rate, a service provider shall automatically submit to the Commission staff a Service Inquiry Report whenever an individual central office entity experiences 5.5 reports per 100 lines or greater for the current month and any two of the previous four months. The FairPoint New York Companies are below the report rate, and therefore, no Service Inquiry Reports are necessary.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with Information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

² Id. at para. 28.

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").



1 Davis Farm Road Portland, ME 04103 Barnsy Boynton Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating foolprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u>— It is recognized that a "business Impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity Without critical infrastructure systems, the ability for all other FairPoint business
 operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical
 human-factor of our customer-interfacing services. Critical Infrastructure would address such services /
 systems as, bullding space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- · IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

BCP Structure

The BCP consists of several components:

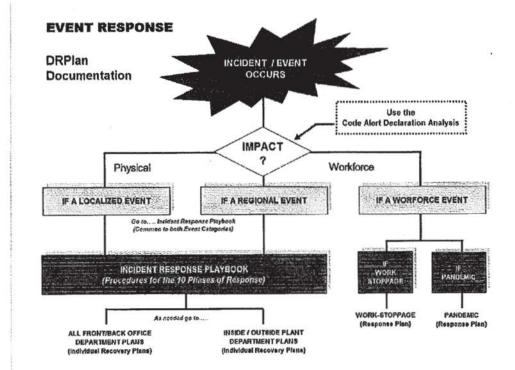
- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



1 Davis Farm Road Porlland, ME 04103 Barney Boynton Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

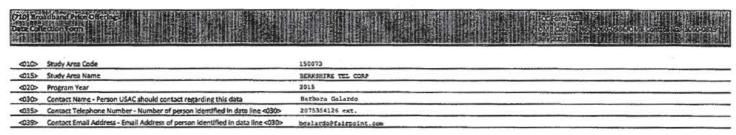
- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- **Business Restoration Process**
- Primary Site Re-established

Plan Maintenance and Exercising
The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

BATTERS REAL PROPERTY AND	cooling of the party of the par	
<010>	Soudy Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bqalardo@fairpoint.com
<701>	Residential Local Service Charge Effective Date 1/1/2014 Single State-wide Residential Local Service Charge	

<703>

State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fee
ry.	Niverville		FR	16.11	0.0	0.1	0.0	16.21
ry	Kinderhook		FR	16.11	0.0	0.1	0.0	16,21
TY.	Nieverville		FR	13.72	0.0	0.1	0.0	13.82
ıx	Kinderhook		FR	13.72	0.0	0.1	0.0	13.82
								<u> </u>
-								



112531		HEISTER	Massimilar					HITH HERMITHEN PERSONS
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Download Speed	Broadband Service -Upload Speed (Mbps)	Usage Allowance (G8)	Usage Allowance Action Taken
					(Mbps)			When Limit Reached (select)

(710) (876 0acta 531	adband Pipe Officials	for contact plants of the contact of
<010>	Study Area Code	150073
<015>	Study Area Name	BERKSHIRE TEL CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person Identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	boalardo@feirpoint.com

76 30					Files and the second			Usage Allowance
	Exchange (ILEC)	Residential	State Regulated	Total Rates		Broadband Service	Usage Allowance	
State	Excusing (ince)	Rate	Fees	and Fees	Download Speed	-Upload Speed (Mbps)	(GB)	Action Taken
		720700			(Mbps)			When Limit Reached (select)
A CONTRACTOR OF THE PARTY OF TH	Alama Cantila E							

新ス保証とい言語である。	erating companies		
<010>	Study Area Code		150073
<015>	Study Area Name		REDUÇINIRE TEL CORP
<020>	Program Year		2015
<030>	Contact Name - Person L	JSAC should contact regarding this data	Barboro Galardo
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address -	Email Address of person identified in data line <030>	bgalardo@Esirpoint.com
<810b	Reporting Carrier	Berkshire Telephone Corporation	
<811>	Holding Company	FairFoint Communications, Inc.	
		Berkehire Telephone Corneration	

813>		Habi Habi	
	Affiliates	SAC	Doing Business As Company or Brand Designation
	BE Mobile Communications, Incorporated		dba FairPoint Long Distance
- 1	Bentleyville Communications Corporation	170145	dba FairPoint Communications
- 1	Berkshire Cable Corp.		dba FairPoint Long Distance
	Berkshire Cellular, Inc.		
	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	150073	dba FairPoint Communications
	Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc
	Bluestem Telephone Company	411835	dba FairPoint Communications
	C & E Communications, Ltd.		
	Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
	Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications
	China Telephone Company	100004	dba FairPoint Communications ? China Telephone Compar
	Chouteau Telephone Company	431981	dba FairPoint Communications
	Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
	Columbus Grove Telephone Company	300604	dba FairPoint Communications
	COM Networks, Inc.		
	Comerco, Inc.		dba FairPoint Long Distance
	Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
	C-R Communications, Inc.		
	C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
	C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
	El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
	Ellensburg Telephone Company	522412	dba FairPoint Communications

(800) Op	erating Companies		
Data Col	en al comi		A CAN CONTROL NO. SCCO CORE / CAMB CONTROL NO. SCCO CORE / CAMB CONTROL NO. SCCO CORE
1666	化组织和加州用廊 加州		
<010>	Study Area Code		250073
<015>	Study Area Name		DERKSHIRE TEL CORP
<020>	Program Year		2015
<030>	Contact Name - Person L	ISAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	2075354126 cxt.
<039>	Contact Email Address -	Email Address of person identified in data line <030>	bqalardoffairpeint.com
<810>	Reporting Carrier	Berkshire Telephone Corporation	
<811>	Holding Company	PairPoint Communications, Inc.	
≪12>	Operating Company	Berkshire Telephone Corporation	

Affiliates	SAC	Doing Business As Company or Brand Designation
Elltel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri, Inc.		dba FairPoint Communications
FairPoint Broadband, Inc.		dba FairPoint Communications
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc.		dba FairPoint Communications
Germantown Independent Telephone Company	300618	dba FairPoint Communications
Germantown Long Distance Company		dba FairPoint Long Distance
GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
GTC, Inc.	210291	(Florala) dba FairPoint Communications
GTC, Inc.	210329	(Perry) dba FairPoint Communications
Maine Telephone Company	100025	dba FairPoint Communications ? Maine Telephone Compan
Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
Marianna Tel, Inc.		dba FairPoint Long Distance
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC - Main	105111	dba FairPoint Communications
Northern New England Telephone Operations LLC - Main	125113	dba FairPoint Communications
Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications ? Worthland Telephone Company of Maine, Inc. (Maine
Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications / Odin Telephone Exchange, Inc.

新班班等的扩张 的	erating Computers - - - lection form		
diriti.	A SECTION OF THE PARTY OF THE P	国际的时期以上以前出现的沿路自由 资金的出	的数据是是是自己的。但是我们的现在分词,但是我们的问题,我可以是我们的问题,我们就是我们的问题,但是我们的问题,但是我们的问题,
<010>	Study Area Code		150073
<015>	Study Area Name		BERKEBIRE TEL CORP
<020>	Program Year		2015
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>		2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>		bqalardo@fairpoint.com
<810>	Reporting Carrier	Berkshire Telephone Corporation	
<811>	Holding Company	FairPoint Communications, Inc.	
<81≥>	Operating Company	Berkshire Telephone Corporation	

Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Communications, Inc.	1	dba FairPoint Long Distance
Orwell Telephone Company	300649	dba FairPoint Communications
Peoples Mutual Long Distance Company		dba FairPoint Long Distance
Peoples Mutual Telephone Company	190244	dba FairPoint Communications
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103313	dba FairPoint Communications ? Sidney Telephone Company
ST Enterprises, Ltd.		
ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma
ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri
St. Joe Communications, Inc.	210339	dba FairPoint Communications
Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Compa
Sunflower Telephone Company, Inc.	461835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colors
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	150084	dba FairPoint Communications
Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
The El Paso Telephone Company	341004	dba FairPoint Communications
UI Long Distance, Inc.		dba FairPoint Long Distance
Unite Communications Systems, Inc.		FairPoint Communications
Utilities, Inc.		dba FairPoint Communications (Maine)
Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

			Control of the second of the s		
10>	Study Area Code		150073		
215>	Study Area Name		BERKSHIRE TEL CORP		
20>	Program Year		2015		
030>	Contact Name - Person USAC should contact regarding this data		Barbara Gelardo		
035>	Contact Telephone Number - Number of person identified in data line <030>		2075354126 ext.		
039>	Contact Email Address - Email Address of person identified in data line <030>		bgelardo@faixpoint.com		
810>	Reporting Carrier	Berkehire Telephone Corporation			
811>	Holding Company	FairPoint Communications, Inc.			
812>	Operating Company	Berkshire Telephone Comporation			

13> 图1行时间以下的位置和1.3000000000000000000000000000000000000	社 開設的時間 2014年1日	[1] [1] [1] [1] [1] [1] [1] [1] [1] [1]
Affiliates	SAC	Doing Business As Company or Brand Designation
YCOM Networks Inc.	522453	dba FairPoint Communications
	+	
	+	
	 	
	+	

FCC FORM 481

Line 1010 - Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210-Terms & Conditions for Lifeline Customer

Berkshire Telephone Corporation ("Berkshire") provides a Lifeline.Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline offering in Berkshire Telephone Corporation, including the pages of the New York Telecommunications Association, Inc. Tariff P.S.C. No. 2 with which Berkshire concurs, are attached. The terms and conditions of residential local service can be found at http://www.tariffs.net/fairpoint/tier.asp?cid=1644

Form 481 Line 1210- Terms & Conditions for Lifeline Customer

Berkshire Telephone Corporation d/h/a PairPoint Communications PSC No. 1 - Telephone Effective Date: June 16, 2012 Leaf 3 Revision 0 Superseding Revision:

GENERAL AND LOCAL EXCHANGE SCHEDULE

CONCURRENCE AND EXCEPTIONS

Berkshire Telephone Corporation d/b/a PairPoint Communications concurs in the the rules and regulations contained in the New York State Telecommunications Association's tariff PSC No. 2 - Telephone. The following exceptions apply:

Section	Page Number	Description of Exception
1	N/A	No Exceptions
2	N/A	No Exceptions
3	N/A	No Exceptions
4	N/A	No Exceptions
5	N/A	No Exceptions
6	N/A	No Exceptions
7	N/A	Voice Mail Service is offered per this tariff, Section 4 Company Specific Services.
8	N/A	No Exceptions
9	N/A	No Exceptions
10	N/A	No Exceptions
H	Мν .	No Exceptions
12	N/A	No Exceptions
13	N/A	No Exceptions

Form 481 Line 1210- Terms & Conditions for Lifeline Customer

Berkshire Telephone Corporation d/b/a FairPoint Communications PSC No. 1 - Telephone Bifective Date: June 8, 2013

Addendum 3 Lifeline Credit

GENERAL AND LOCAL EXCHANGE SCHEDULE

PRICE LIST
Lifeline Service Credit

Amount of Additional Lifetine Credit Per Residential Basic Local Exchange Access Line

\$5.00

(C)

Received: 05/30/2012

Status: BFPECTIVE Effective Date: 07/01/2012

(C)

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9 Second Revised Page 3 Superseding First Revised Page 3

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

- Lifeline Telephone Service Options
 - a. Description
 - 1. Lifeline Discounted Service

This service provides a flat rate federal discount of \$9.25, consisting of a \$6.50 reduction of the Federal Subscriber Line Charge and a \$2.75 reduction in the monthly rate for local exchange telephone service for residential customers. Qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company.

1 A. Additional Lifeline Discount

This service provides the discount as outlined in A.1.a.1 above and may provide an additional discount equal to the serving company's increase in residential basic local exchange service, as authorized by the NYS Department of Public Service in Case No. 07-C-0349, released March 4, 2008, whereby the NY Commission authorized certain companies to increase basic local service rates up to \$2.00 per year for 2 years. The discount can be found on Addendum 1 of the individual Company tariff for those companies offering the Additional Lifeline Discount.

Date Issued: May 30, 2012

Date Effective: July 1, 2012

Issued by: Caroline Hill, Director Tariffs

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

Received: 05/30/2012

Status: EPPECTIVE Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9

First Revised Page 3.1 Superseding Original Page 3.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

(D)

Date Issued: May 30, 2012

Issued by: Caroline Hill, Director Tariffs
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

Date Effective: July 1, 2012

Received: 03/29/2012

Status: EPPECPIVE Effective Date: 04/29/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9

First Revised Page 4

Superseding Original Page 4

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

- 1. Lifeline Telephone Service Options (cont'd)
 - b. General

Qualified customers may choose to apply the federal Lifeline credit to any of the company's local service offerings, including any local bundled service offering, basic local service, or message rate service. Message rate Lifeline service is available only where central office facilities permit. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Tribal Lands Link Up program.

(C)

Service connection charges do not apply to change existing service from:

- Message or flat rate services to Lifeline service.
- 2. Lifeline service to non-Lifeline services,

Issued in Compliance with FCC Order in Dockels: WC Dockel No. 11-42, WC Dockel No. 03-109, CC Dockel No. 96-48, WC Dockel No. 12-23

Date Issued: March 29, 2012

Date Effective: April 29, 2012

Issued by: Robert R. Puckett, President

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211

Received: 05/30/2012

Status: RPFECTIVE Bffective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9

First Revised Page 4.1

Superseding Original Page 4.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

2. Regulations

a. These services are restricted to low income residential customers. To qualify for Lifeline service a customer must certify and provide documentation as income eligible. For a consumer to be eligible under the income requirements, the consumer's household income as defined in § 54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or a recipient of benefits from any one of the following Entitlement Programs:

(C)

- Medicald;
- Supplemental Nutrition Assistance Program (SNAP) F/K/A Food stamps;
- Supplemental Security Income;
- Federal Public Housing Assistance (Section 8);
- Low-Income Home Energy Assistance Program (LIHEAP);
- National School Lunch Program's free lunch program;
- Temporary Assistance for Needy Families/SafetyNet; (C)
- 8. Veterans Disability Pension
- 9. Veterans Surviving Spouse Pension

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC

Docket No. 96-45, WC Docket No. 12-23

Date Issued: May 30, 2012

Issued by:

Robert R. Puckett, President

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany 12211

Date Effective: July 1, 2012

Received: 03/29/2012

Statue: EPPECTIVE Effective Date: 04/29/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9

(C)

First Revised Page 5

Superseding Original Page 5

Date Effective: April 29, 2012

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

- Regulations (cont'd)
 - The Lifeline discount is effective upon receipt of a completed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility.
 - c. The Company, in coordination with appropriate agencies and the Lifeline Customer, will require Lifeline customers to be re-certified, on an annual basis. Lifeline customers will need to certify that they continue to be eligible to receive these Lifeline benefits and that they are not receiving benefits from another company. If, a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for the time that they were proven to be ineligible for the service.
- Locality Charge Walver
 Customers receiving Lifeline Telephone Service will have applicable locality charges walved each month while they are receiving the Lifeline Assistance.
- Voluntary Toll Blocking (Restriction)
 Customers receiving Lifeline service can voluntarily request and receive toll blocking (call restriction), third number billing/collect call restriction without a monthly charge. There will be no record order charge to add these types of restrictions (blocking).

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23

Date Issued: March 29, 2012

Issued by:

Robert R. Puckett, President

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211

	*	



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED - FOR PUBLIC INSPECTION

Big Sandy Telecom, Inc..

Page 1

	m 431 Christiani (11 Reportin). D 11 Collection Form		feeter 410 COME College (College) (100 200)	con (online lugges bloodi)
<010>	Study Area Code	462192		
	Study Area Name	BIG SANDY TELECOM		
<020>	Program Year	2015		
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo		
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.	con	
ANNU	DIFFO MING FORVALL CARRIERS			Gonell tign (completion) Required Required (check box when complete)
<100>	Service Quality Improvement Reporting		(complete attached worksheet)	· Mille
<200>	Outage Reporting (volce)		(complete attached worksheet)	V V
<210>	c check box if no	outages to report		· 111111
<300>	Unfulfilled Service Requests (vaice)			1888888
<310>	Detail on Attempts (voice)			MIN
	8		fottoch descripthe	e document)
<320>	Unfulfilled Service Requests (broadband)			· July
<330>	Detail on Attempts (broadband)		(ottoch descriptio	or document)
<400>	Number of Complaints per 1,000 customers (valce)			
<410>	Fixed			
<420>	Mobile 0.0			
<430> <440>	Number of Complaints per 1,000 customers (broadb	and)		× 11/1/13
<450>	Mobile 0.0			
<500>	Service Quality Standards & Consumer Protection Re 462192co510.pdf	iles Compliance	(theck to Indicate certification)	V V
<510>	9		(attoched descriptive document)	
<600>	Functionality in Emergency Situations 462192co610.pdf		(check to Indicate certification)	V V
			(attached descriptive document)	V V
<610>				
<700>	Company Price Offerings (voice)		(complete attached worksheet)	· 11111
<710>	Company Price Offerings (broadband)		(complete attoched worksheet)	- alle
	Operating Companies and Affiliates	27	(complete attached worksheet)	-
	Tribal Land Offerings (Y/N)? Voice Services Rate Comparability	Hr	es, complete attached worksheet) (check to indicate certification)	
	1010 Voice Service Rate Corparability.pdf		1	
<1010>			(attach descriptive document)	
<1100>	Terrestrial Backhaul (Y/N)?	W	act, check to Indicate certification)	- REFEREN
	0 0			111111
<1110>	Terms and Condition for Lifeline Customers		(complete attached worksheet) (complete attached worksheet)	THEFT !
	Price Cap Carriers, Proceed to Price Cap Additional D	ocumentation Works		155 AC AC AC AC AC AC
	including Rate-of-Return Corriers offiliated with Price	and the contract floor of the	No. of Contract of	77
<2000>		•	(check to indicate certification)	· Mille
<2005>	Rate of Return Cerriers, Proceed to ROR Additional D	Occumentation Mester	(complete attached worksheet)	- MARKER
<3000>	nate of neturn Centers, Proceed to ROK Abditional L	ocamenation works	<u>Neet</u> (check to indicate certification)	161663
<3005>			(complete attached worksheet)	THEFT.

children leve	rvice Quality Improvement Reporting	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgslarde@fairpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes/no) O •
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "S year plan" filed with the FCC?	(yes/no) O O
	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.	112 Service Quality Improvement Reporting.pdf
<112>	Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your or CETC which only receives frozen support, your progress report is only	company is a
	required to address voice telephony service.	
	Please check these boxes below to confirm that the attached documents(s), on lin 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets	
114>	Report how much universal service (USF) support was received	
115>	How (USF) was used to improve service quality	
116>	How (USF)was used to improve service coverage	
117>	How (USF) was used to improve service capacity	
118>	Provide an explanation of network improvement targets not met in the prior calendar year.	

Contact Name - Person USAC should contact regarding this data Razbara Galardo 2075354126 ext. Contact Telephone Number - Number of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line <030> Contact Email Address - Email Address of person identified in data line	
Contact Telephone Number - Number of person identified in data line <030> 2075354126 ext. Contact Email Address - Email Address of person identified in data line <030> bgolardo@rairpoint.com C200>	
Contact Email Address - Email Address of person identified in data line <030> bgolaxdo@fairpoint.com <220> <a> db> db> db> db> db> db> db> db> db> db	
<220> <a> <b <a=""> <a> <a> <a> <a> <a> <a> <a> <a> <a>	
NORS Reference Outage Start Outage End Outage End Number of Number Date Time Date Time Customers Affected Total Number of Affected Description (Check Study Areas Service Outage Description (Check Study Areas Service Outage Affect Multiple Description (Check Study Areas Service Outage Outa	
NORS Reference Outage Start Outage End Outage End Number of Number of Date Time Date Time Customers Affected Total Number of Affected Description (Check Study Areas Service Outage Description (Check Study Areas Service Outage	<h></h>
	rice Outage Preventation

Constitution of the last	cofferings including Voice Ratie Date:	FCC com As 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	的思想的表現的思想的思想,但是可以可以可以可以可以可以可以可以可以可以可以可以可以可以可以可以可以可以可以	行。11850年1982年1月1日 1月1日 1月1日 1月1日 1月1日 1月1日 1月1日 1月1日
<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<701>	Residential Local Service Charge Effective Date 1/1/2014	AND
<702>	Single State-wide Residential Local Service Charge	

	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Une Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fe
-	State	exchange (ILEC)	SAC (CETC)	ruite Type	Service Race	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line rates and r
_					-				<u> </u>
-			-		-				
_									
					See at	tached worksheet	2110		
_									
_									ļ
-	West 1								
		NAME OF TAXABLE PARTY.							
_									
-									
-					1				
H									
Г				***********	1				

	400 A
State	Study Ares Code Study Ares Code Study Area Name Program Year Contact Name - Person U Contact Telephone Numb Contact Email Address - E
Exchange (U.EC)	Study Area Code Study Area Name Program Year Contact Name - Person USAC should contact resurding this data Contact Telephone Number - Number of person identified in data line - d30> Contact Email Address - Email Address of person identified in data line - d30>
Residential Rate	ess ass ass ass mights data miffed in data line 40305 miffled in data line 40305 bqa
See attached	462192 BIG SANDY TELECOM 2015 Enthern Galardo 2073354126 ext. bqalardo@Zalepoint.com
Total Rate and Fees	inc. con
Broadbard Service: Download Speed (Mabps)	
Broadband Service - Upload Speed (Mbps)	With the second
Usage Allowance (GB)	
Usage Allowance Action Taken When Umit Reached (series)	

(800) Op Data Col	erating Companies				ECC FORM 481. OMB Control No. 3060-0985/OMB Control No. 3060-0819. 100-0013 11 12 45
<010>	Study Area Code		462192		
<015>	Study Area Name		BIG SANOY TEL	PCCH	
<020>	Program Year		2015	All and a second	
<030>		USAC should contact regarding this data	Barbara Calar	rde	
<035>		ber - Number of person identified in data line <030>	2075354126 🖘		
<039>		Email Address of person identified in data line <030>	bgalardo@fai	rpoint.com	
<810>	Reporting Carrier	Big Sandy Telecom			
4811>	Holding Company	PairPoint Communications, Inc.			
<812>	Operating Company	Big Sandy Telecom			
13		Affiliates		SAC	Doing Business As Company or Brand Designation
3					
9			– See att	ached workshi	et -
5					
9					
6					
3					The same of the sa
59					
6 9					
8					
76					

(900) Trik Data Coll	eal Lands Reporting		PECForm 481 6WB Control No. 8060-0986/OMB Control No. 3UIV-2013	3060-0819
<010>	Study Area Code		462192	
<015>	Study Area Name		31G SANDY TRLECOM	
<020>	Program Year		2015	
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line	<030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line	<030>	bgalardo@fairpoint.com	
<910>	Tribal Land(s) on which ETC Serves			
<920>	Tribal Government Engagement Obligation		Name of Attached Document	
to confi	company serves Tribal lands, please select (Yes,No, NA) for each these boxes rm the status described on the attached document(s), on line 920, trates coordination with the Tribal government pursuant to 3(a)(9) includes:	Selec (Yes,N	lo,	
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	111		
<922>	Feasibility and sustainability planning;			
<923>	Marketing services in a culturally sensitive manner;			
<924>	Compliance with Rights of way processes			
<925>	Compliance with Land Use permitting requirements			
<926>	Compliance with Facilities Siting rules			
<927>	Compliance with Environmental Review processes			
<928>	Compliance with Cultural Preservation review processes			
<929>	Compliance with Tribal Business and Licensing requirements.	1	7	

DOMESTICAL PROPERTY OF THE	ortenestrial Backhaul Reportings		FCGForm 481 OMB control No. 3060-0389/OMB control No. 3060-0819 OV. 2013 131 131
<010>	Study Area Code		462192
<015>	Study Area Name		BIG SANDY TELECOM
<020>	Program Year		2015
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data lin	e <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data lin	ne <030>	bgalarde@fairpoint.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)		
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54,313(G)		n)

Lifeline	rms and Condition for Lifeline Customers	600 Form 287 III
<010>	Study Area Code	
<015>	Study Area Name	462192
<020>	Program Year	BIG SANDY TELECOM
<030>	Contact Name - Person USAC should contact regarding this data	2015 Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <03	
<039>	Contact Email Address - Email Address of person identified in data line <0	
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	462192co1210.pdf
<1220>	Link to Public Website HTTP	Name of Attached Document ://www.tariffs.net/fairpoint/tier.asp?cid+1644
or the we	neck these boxes below to confirm that the attached document(s), on line 1210, both listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers must report:	
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,]
<1222>	Details on the number of minutes provided as part of the plan,	
<1223>	Additional charges for toll calls, and rates for each such plan.	<u> </u>

	tce Cap Carrier Additional Documentation		Company Company of the Company of th	
Data Col	ection Form	[] [] [] [] [] [] [] [] [] [] [] [] [] [OMD€mbo.No.£050	-0986/OMB Control No. 30-0-0819
Including	Rate-ol=Return Carners of Wated with Price Copy Local Exchange Carners	美国共享的 医克里克斯氏征 医多种性肠炎 医	THE PERSON OF PROPERTY AND PARTY.	《 经 图 图 图 图 图 图 图 图 图 图 图 图 图 图 图 图 图 图
<010>	Study Area Code	462192		
<015>	Study Area Name	BIG SANDY TELECOM		
<020>	Program Year	2015		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Calardo		
<035>	Contact Telephone Number - Number of person Identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo#fairpoint.com		
The first warmings	Company to the second of the second second second to the second s	NATE AND RESERVED THAT ARE STATED AND ADDRESS OF THE PARTY OF THE PART	The same are a second and the second	THE COURSE WAS SAID THE COURSE OF THE PARTY
CHECK I	ne boxes below to note compliance as a recipient of Incremental Connect Amer			d Connect America Phase II
	support as set forth in 47 CFR § 54.313(b),(c),(d),(c)	e) the information reported on this form and in t	he documents attached below is accurate.	
	hannes and Garage Sanada Mara Lana also			
<2010>	Ingremental Connect America Phase I reporting 2nd Year Certification (47 CFR § 54.313(b)(1))			
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))			
-ZUAL	ard rear cerumpation (47 CFR & 34.3.12(b)(2))			
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))			
<2012>	2013 Frozen Support Certification			
<2013>	2014 Frozen Support Certification		7	
<2014>	2015 Frozen Support Certification	*		
<2015>	2016 and future Frozen Support Certification			
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))			
<2016>	Certification Support Used to Bulld Broadband			
	Connect America Phase II Reporting (47 CFR § 54.313(e))			
<2017>	3rd year Broadband Service Certification			
<2018>	5th year Broadband Service Certification			
<2019>	Interim Progress Certification			
<2020>	Please check the box to confirm that the attached document(s), on	line 2021, contains the required information		
*******	pursuant to § 54.313 (e)(3)(II), as a recipient of CAF Phase II support	shall provide the number, names, and		
	addresses of community anchor institutions to which began providi preceding calendar year.	ng access to proadband service in the		
	Present Sources from			
				1
				li .
	VI 2 2 32 V 0 0 0 0 000000			
<2021>	Interim Progress Community Anchor Institutions			I
				I
]
		Name of A	attached Document Listing Required Information	7.0

Page 12

CAHING DATA CA	ion (Aponto Continue) Indication on the Continue of the Contin	OM Acontrol above Sonia control (\$ 000001)
<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECON
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Berbare Galerdo
<035>	Contact Telephone Number - Number of person Identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgslardo@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

I certify that I am an officer of the reporting carrier; my responsibilitie recipients; and, to the best of my knowledge, the information reporte	s include ensuring the accuracy of the annual reporting requirements for universal service support d on this form and in any attachments is accurate.
Name of Reporting Carrier: RIG SANDY TELECOM	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/25/2014
Printed name of Authorized Officer: Mike Skrivan	
Title or position of Authorized Officer, VP Regulatory	
Telephone number of Authorized Officer: 2075354150 ext.	
Study Area Code of Reporting Carrier: 462192	Filing Due Date for this form: 07/01/2014

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting {47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. ¹

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

¹ The Public Notice stated, in relevant part:

Big Sandy Telcom Colorado 462192

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Big Sandy Telcom hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Colorado Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order, ¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." ² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."

Big Sandy Telecom are subject to Service Quality reporting requirements per 4 CCR 723-2, Rule 2341. Trouble reports exceeding 8 reports per 100 lines (averaged over a 3-month period) and Out-of-Service reports under 85% cleared within 24 hours (per wire center) are to be submitted to the Commission within 31 days following the end of the month in which the standard is not met via written report listing each offending wire center. Penalties and or fines may be assessed in the event of non-compliance pursuant to state regulations.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² Id. at para. 28.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

BCP Structure

The BCP consists of several components:

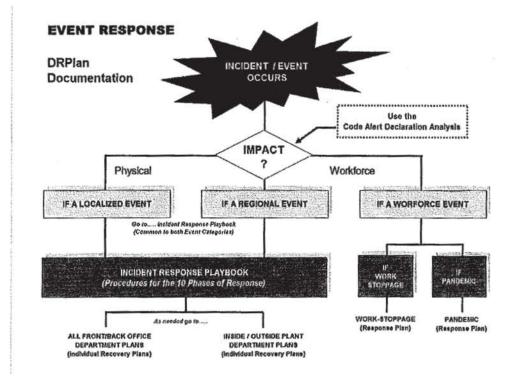
- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk miligation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments -- to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

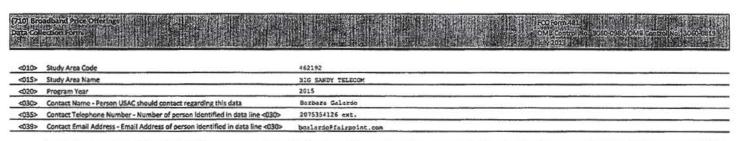
Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

Data Col	Offering Including Voke Page Date.	CF Form 31 (4) (5) (5) (6) (6) (6) (6) (6) (6) (6) (6) (6) (6
经政权的		
<010>	Study Area Code	462192
<015>	Study Area Name	BIG SANDY TELECOM
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person Identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bcalardo#fairpoint.com
<701> <702>	Residential Local Service Charge Effective Date 1/1/2014 Single State-wide Residential Local Service Charge	

<703>

451 5		A Gas	I I Rebits	i.i. ikb2≽.	463S	a desired to the second	1000	Am this constitution
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fe
CD	Simla		PR	15.44	0.0	0.0	0.9	16.34
		-						
	 	 						1
						THE PART OF THE PA		
		-						
		-						



<711>	li ab		Masi Ma	do la	SECTION AND ADDRESS	(1) (d)	C. C		
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
1									



115	State	Exchange (ILEC)	Residential Rate	State Regulated Foes	Total Rates and Fees	Broadband Service -	Usage Allowance	Usage Allowance Action Taken When Limit Reached (select)
١								
١								
١								

(800) Op	erating Companies		Feer of the second seco
Photographical Carlot	ection forma		OMB Control No. 3050-0986/OMB control No. 8050-0815
			A Maria Cara Cara Cara Cara Cara Cara Cara
ALIA MANAGAMAN	affect printing the selficial field and the self-		
<010>	Study Area Code		462192
<015>	Study Area Name		BIG SANDY TELECOM
<020>	Program Year		2015
<030>	Contact Name - Person U	SAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Numi	ber - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - I	Email Address of person identified in data line <030>	bqalardo@fairpoint.com
<810>	Reporting Carrier	Biq Sandy Telecom	
<811>	Holding Company	FairPoint Communications, Inc.	
<812>	Operating Company	Big Sandy Telecom	

13>		GD:	
	Affiliates	SAC	Doing Business As Company or Brand Designation
	BE Mobile Communications, Incorporated		dba FairPoint Long Distance
- 7	Bentleyville Communications Corporation	170145	dba FairPoint Communications
	Berkshire Cable Corp.		dba FairPoint Long Distance
- 3	Berkshire Cellular, Inc.	k =	
- 5	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	150073	dba FairPoint Communications
- 0	. Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc
- 0	Bluestem Telephone Company	411835	dba FairPoint Communications
- 3	C & E Communications, Ltd.		
- 7	Chautaugua & Erie Communications, Inc.		dba FairPoint Long Distance
- 5	Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications
- 0	China Telephone Company	100004	dba FairPoint Communications ? China Telephone Compar
- 0	Chouteau Telephone Company	431981	dba FairPoint Communications
- 6	Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
- 5	Columbus Grove Telephone Company	300604	dba FairPoint Communications
- 0	COM Networks, Inc.		
- 6	Comerco, Inc.		dba FairPoint Long Distance
- 7	Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
- 6	C-R Communications, Inc.		
- 7	C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
- 0	C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
	El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
	Ellensburg Telephone Company	522412	dba FairPoint Communications

00) Op ata Coll	erating Companies		4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
		in a phale at the culture of the control of	人。由1914年中,1914年1914年,1914年1914年1914年1914年1914年191
<010>	Study Area Code		462192
<015>	Study Area Name		BIG SANDY TELECOM
<020>	Program Year		2015
<030>	Contact Name - Person L	SAC should contact regarding this data	Burbara Galardo
<035>	Contact Telephone Num	per - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address -	Email Address of person identified in data line <030>	bealardo@fairpoint.com
<810>	Reporting Carrier	Big Sandy Telesom	
<811>	Holding Company	PairPoint Communications, Inc.	
<812>	Operating Company	Big Sandy Telecom	

13>	ATHORN TO THE PROPERTY OF THE	経行では、	是是自由。而是他们的是他们是GSATTTTEE(TEA)是可以是
	Affiliates	SAC	Doing Business As Company or Brand Designation
men	Elltel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
y a	ExOp of Missouri, Inc.		dba FairPoint Communications
100	FairPoint Broadband, Inc.		dba FairPoint Communications
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
0.000	FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc.		dba FairPoint Communications
-	Germantown Independent Telephone Company	300618	dba FairPoint Communications
	Germantown Long Distance Company		dba FairPoint Long Distance
-	GTC Communications, Inc. (f/k/a TPG Communications, Inc.)	71 7	
	GTC, Inc.	210291	(Florala) dba FairPoint Communications
	GTC, Inc.	210329	(Perry) dba FairPoint Communications
-	Maine Telephone Company	100025	dba FairPoint Communications ? Maine Telephone Company
	Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
	Marianna Tel, Inc.		dba FairPoint Long Distance
	MJD Services Corp.		
	MJD Ventures, Inc.		
1	Northern New England Telephone Operations LLC - Main	105111	dba FairPoint Communications
- =	Northern New England Telephone Operations LLC - Main	125113	dba FairPoint Communications
-	Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
_	Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications / Odin Telephone Exchange, Inc.

#15PUSSCREEPTSTATE	erating Companies ection Form		DOME CONTROL OF CONTRO
<010>	Study Area Code		462192
<015>	Study Area Name		BIG SANDY TELECOM
<020>	Program Year		2015
<030>	Contact Name - Person L	JSAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>		bgalardo@fairpoint.com
<810>	Reporting Carrier	Big Sandy Telecom	
<811>	Holding Company	FairPoint Communications, Inc.	
<812>	Operating Company	Big Sandy Telecom	

	A STATE OF THE STA	而自身有例的表示。 1. 10 10 10 10 10 10 10 10 10 10 10 10 10
Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Communications, Inc.		dba FairPoint Long Distance
Orwell Telephone Company	300649	dba FairPoint Communications
Peoples Mutual Long Distance Company		dba FairPoint Long Distance
Peoples Mutual Telephone Company	190244	dba FairPoint Communications
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103313	dba FairPoint Communications ? Sidney Telephone Company
ST Enterprises, Ltd.		
ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri
St. Joe Communications, Inc.	210339	dba FairPoint Communications
Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Compa
Sunflower Telephone Company, Inc.	461835	dba PairPoint Communications/Sunflower Telephone Company, Inc. (Colorad
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	150084	dba FairPoint Communications
Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
The El Paso Telephone Company	341004	dba FairPoint Communications
UI Long Distance, Inc.		dba FairPoint Long Distance
Unite Communications Systems, Inc.		FairPoint Communications
Utilities, Inc.		dba FairPoint Communications (Maine)
Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

(800) Op	erating Companies	建模型形型器 2.35到隔离图 是如愿	The state of the s
	ection Form 1		OMS Commo No. SOGO DOSS / DMS Commo No. 3050
<010>	Study Area Code		462192
<015>	LS> Study Area Name		BIG SANDY TELECOM
<020>	Program Year		2015
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Galardo
<035>	> Contact Telephone Number - Number of person identified in data line <030>		2075354126 ext.
<039>	9> Contact Email Address - Email Address of person identified in data line <030>		bqalardo@fairpoint.com
<810>	Reporting Carrier	Big Sandy Telecom	
<811>	Holding Company	FairPoint Communications, Inc.	
<812>	Operating Company	Big Sandy Telecom	

	1941 (6b) (1949)	
Affiliates	SAC	Doing Business As Company or Brand Designation
YCOM Networks Inc.	522453	dba FairPoint Communications
	CATALOG AND A	

FCC FORM 481

Line 1010 - Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Big Sandy Telecom, Inc. provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toli calling included in the pricing for the offering.

The tariif pages outlining the terms of the Lifeline Program in Big Sandy Telecom, inc are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at http://www.tariifs.net/fairpoint/tier.asp?cid=1644.

BIG SANDY TELECOM, INC.

Colo, PUC No. 5 8th Revised Sheet No. 63 Caucels 7th Revised Sheet No. 63

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Servico Programs

4.1 Lifeline Program

(C)

The Company shall provide Lifeline Program benefits as defined in 47 C.P.R. §54.401 (a) on a nondiscriminatory basis to all qualifying low-income customers. The Company's Lifeline Program offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.P.R. Part 54, Subpart B; the PCC's Lifeline Reform Order (Report and Order released Pebruary 6, 2012, WC Docket No. 11-42, et al) and any subsequent clarifying orders.

(C)

4.1.1 RESERVED FOR FUTURE USE

(C)

(D)

BIG SANDY TBLBCOM, INC.

Colo, PUC No. 5 3rd Revised Sheet No. 63.1 Cancels 2rd Rovised Sheet No. 63.1

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

- Colomdo Direct Service Programs (Cont'd.)
 - 4.1 Low-Incomo Telephone Assistance Program (Cont'd.)
 - 4.1.1 General Description (Cont'd.)
 - (D) Bligible customers may choose one or both of the programs set forth in paragraphs 4.1.1(B) and (C).
 - (B) Bligible customers may obtain "Low-Income Toll Blocking" or "Low-Income Limited Toll Blocking" free of charge. "Low-Income Toll Blocking" is a service that does not allow any toll calls (1+1 or 0+). "Low-Income Limited Toll Blocking" provides the customer with limited ability to make toll calls by dialing 0+, and using a calling card, credit card, or prepaid calling card. Bliled number screening is applied to all lines equipped with "Low-Income Toll Blocking" or "Low-Income Limited Toll Blocking", Bliled number screening prevents most third party, and collect calls from being charged to the access line.
 - (F) Bligible customers that elect to take "Low-Income Toll Blocking" will not be required to pay a service deposit.
 - (O) Service will not be disconnected for nonpayment of toll as long as the eligible customer continues to pay the local service charges.
 - (H) Rilgible oustomers are offered toll control in the following manner, The customer must take "Low-Income Limited Toll Blocking". A line equipped with "Low income Limited Toll Blocking" provides the customer with limited ability to make toll calls by dialing an 800 number, and using a calling card, credit card, or prepaid calling card.
 - 4.1.2 Undertaking of the Telephone Company
 - (A) The Telephone Company will begin providing the services and Low-Income Telephone Assistance Program discounts described in Section 4.1.1 preceding on the date (his tariff'is approved or becomes effective by operation of law.
 - (B) The Telephone Company will walve the Service Order Charges to change to or from the Low Income Telephone Assistance Program due to change in eligibility status.
 - (C) The Telephone Company will collect a surcharge as determined by the Commission to fund the Low-Income Telephone Assistance Program beginning on July 1, 1991, from each end user utilizing Local Exchange Service within its exchange(s) except as provided in 4.1.3 (C) following.

(T)